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Rachel Lev. **HP Chronicle.** Austin: Nov 2000. Vol. 17, Iss. 12; p. 12 (2 pages)

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☑ 2. **The elusive exchange desk for online purchases: Who hears complaints?; [National Edition 1]**
Geof Wheelwright. **National Post.** Don Mills, Ont.: Jun 21, 1999. p. E.4

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